

CONTENTS SOLUTIONS

THE GO-TO-GUIDE FOR PERSONAL PROPERTY RESTORATION

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ULTRASONICS – INSURANCE COMPANIES' SECRET WEAPON



Provided by your Contents Restoration partner



*Fire * Smoke * Water*

1180 Douglas Rd., Batavia, IL. 60510

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**TOILET SEATS ARE CLEANER
THAN DESKTOPS?**

**CONTENTS PROFESSIONALS
RESTORE ELECTRONICS**



Ultrasonics – Insurance Companies' Secret Weapon

In recent years, insurance companies have become more and more interested in the varied and unique tasks that an ultrasonics machine can perform. At first these new, ultra-modern devices were met with some skepticism.

Can they actually strip rust and corrosion off metal? The Army Tank Core (TARDEC) answered that question when it began using them. And when television superstar, Jay Leno, appeared on camera with one to show how the cavitation process actually restored an aged carburetor, breaking down rust and corrosion, there was no longer any doubt but that they could handle the really tough industrial jobs.

Insurance adjusters wondered if such a technology could clean valuables that had been saturated in raw sewage. Their questions were answered when the BBC ran a story that described how ultrasonics could actually kill bacteria and showed a photograph of a computer keyboard being lowered into an ultrasonics tank. Although many owners of this multi-tasking equipment had never thought of it as antimicrobial, it came as no real surprise to them that the process killed germs.

The next step came from companies such as Pepsi® and Miller Brewing® where they were used to clean valves and tubing that had to be sanitized to human consumption levels. Prior to ultrasonics there was no process, no washing machine that could do the job as thoroughly. And after these two companies gave their approval to the ultrasonics process, insurance professionals, consumers and property managers began finding new and unusual jobs for it to tackle.

It has been reported that the U.S. Navy will soon be carrying ultrasonic machines on every ship and Eaton Electronics has been using them for some time to aid in the construction of the new F-22 Raptor fighter aircraft.

Even the music industry has become enchanted with ultrasonics to clean brass instruments. Restorers used to have to clean the proteins and bacteria out of the trumpets, tubas, etc., by hand, with chemicals and cloths -- now they acknowledge that they had never been

able to do as thorough a job before the fast, effective ultrasonics equipment became available.

"Cavitation" is the process by which ultrasonics causes millions of tiny bubbles to implode and in so doing, "pull" ash, rust, proteins, bacteria and loose particulates away from the object being cleaned. When some people heard the word "implode" they wondered if such a procedure would be safe for fragile and delicate antiques and art objects.

The U.S. Geological Survey was able to answer that question when they used ultrasonics to clean and enhance priceless and extremely fragile artifacts.

And the Los Alamos National Labs are using it to clean ultra-sensitive equipment.

Hundreds of restoration companies in the U.S., Canada, Australia and all throughout Europe are now using ultrasonic cleaning as a daily part of their regimen.

Smoke damage, sewage, mold, rust, bacteria – ultrasonics tackles them all and is now a valued addition to the world of the contents cleaning professional.

Of Toilet Seats and Desktops

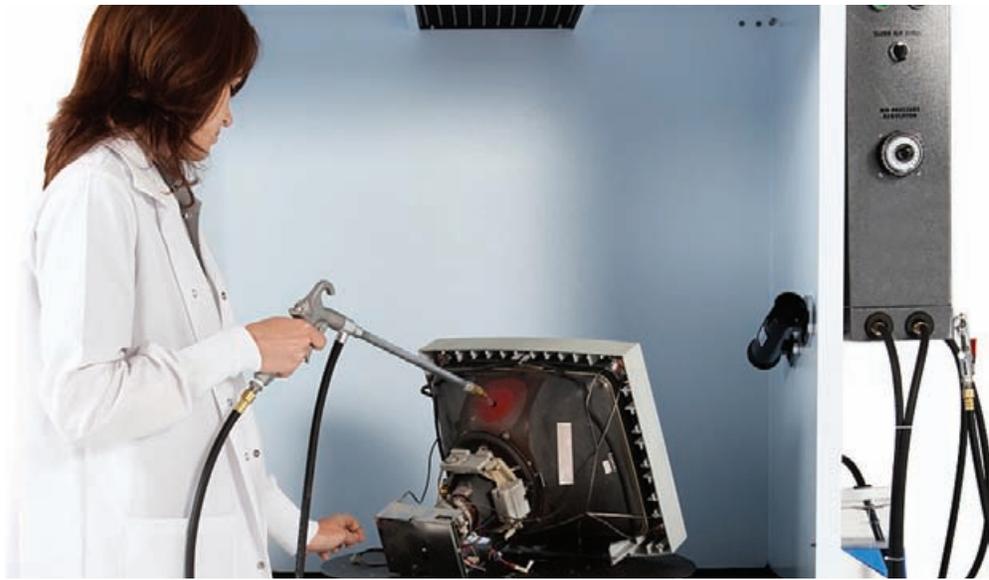
When Charles Gerba of the University of Arizona, said that you're safer to eat your lunch off a toilet seat than the average office desk, he wasn't standing in an office that had just survived a sewage back-up. He was referring to the results of his research that showed you could reduce sick days of office workers by 30% and of school children by up to 50% simply by using sanitizing wipes and keeping the environment clean.

He went on to say, "There are 200 times more E. coli on the cutting board (in your kitchen) than on a toilet seat. It's safer to make a sandwich on a toilet seat than on a cutting board in the average home."

In an article for the science and research section of "Food Safety News," Alexa Nemeth, adds, "The number of bacteria per square centimeter on a desk top is typically 400 times greater than on a toilet seat."

Contents professionals have long been aware of the "grimiest" or "germiest" corners of a home or office and they know that the average "wipes" and cleaners typically used in such places are often ineffectual when dealing with high concentrations of grime and bacteria. If ever you need the "real deal," give them a call, they are the best line of defense when things get serious.





Document Restoration

More and more often, contents restoration professionals are being called upon to restore rare documents, books, photographs, X-rays, blue prints, contracts, maps and many other forms of film and paper.

And they perform tasks as varied as drying stacks of books, to mold cleaning and removal, to eradicating pests and disinfection.

Most recently, it has become common for contents pros to use computers and scanners to save treasured photographic memories, rather than to proceed with the costly process of restoring the actual photographs themselves – the insured often express a desire to possess the image and not necessarily the damaged paper or celluloid. And as a bonus, for those who have never seen the images on a computer screen, the new, enhanced (magnified) picture is viewed as vastly superior to the original photo itself.

Time is always a factor when dealing with wet medical and legal documents, so you may see the contents professional placing them in a freezer to prevent further deterioration, curling, staining, mold damage, etc., even if the item may not be exposed to the freeze-drying process later.



Restoring Electronics

So, there has been a fire. The electronics of the insured are in soot, ash and water. The casings on some of the computers are melted, the telecommunications systems are sitting in puddles and the data that runs the entire company is now compromised.

Can any of it be restored? Contents restoration pros have been saying, "Yes!" for years. In fact many companies that restore electronics are telling us they can consistently restore up to 95% of damaged electronics with their new training and techniques.

A contents professional will normally evaluate whether a certain piece can be restored before he or she even attempts to do so. For example, a computer tower with a melted exterior may not be a prime candidate for complete restoration, but the data and electronics within may be salvageable.

The real factor is time. Water and ash (both of which are in abundant supply at the site of a fire), mix to form hydrochloric acid. The acid penetrates the electronics through almost any port where air can enter. In minutes the acid begins to corrode wires, computer chips, disk drives etc.

Particles that work their way into the components of televisions, computers, DVD players,

telecommunications devices, etc. can actually form bridges across electrical connections so that when the unwary owner turns the device on, it immediately shorts out.

A contents pro will begin the actual restoration process by unplugging the devices to be saved. Next, batteries (if any) are removed and the exposed circuitry and mechanics are coated with lubricants to protect them from further damage. Then the devices are transported back to his lab, the casings are completely removed and the components are washed with special sprays and chemicals designed to cleanse and neutralize the contaminants.

After a thorough examination any damage that is apparent will be repaired and the entire unit is then deep cleaned and dried in a special chamber.

Once that process is complete, the device is examined once more for any hidden pockets of moisture, any tiny particulates that may have been overlooked and only then is power restored to the unit.

As a last resort to restore the data in a computer, the restoration pro may, by request, send it to a data restoration consultant. It is a rare occurrence, but if the data warrants it, the pro always has his (her) "million dollar rolodex."



Consumer Electronics Tops \$1K Per Household.

The CEA (Consumer Electronics Association) recently released a report which said in part that the average household has 1.8 HDTV's and 86% of homes have a computer. And that televisions and DVD players are still more popular than personal computers. The average household is spending approximately \$1,380 on consumer electronics each year, which has led the insurance industry to seek out contents restoration professionals who have consistently met success when restoring common home electronics. Fortunately, contents pros have had training in the cleaning and restoration of most electronic devices and can refer advanced cases to certified experts.



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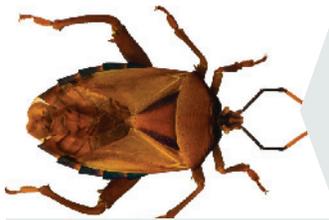
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